

CE.I All families have access to a Service Coordinator that facilitates ongoing, timely early intervention services in natural environments.**From OSEP letter on the Self Assessment:**

OSEP could not determine from the Self-Assessment whether service coordinators are meeting all their service coordinator roles and responsibilities under 34 CFR §303.23.

1. Baseline/Trend Data and Analysis (for reporting period July 1, 2002 through June 30, 2003)**Children with no Service Coordinator designated and no Service Coordination authorized in the electronic record**

| Area | Children with no Service Coordinator and no authorized Service Coordination* |
|-----------------------------------|--|
| Phase 1 & Phase 2 (as of 6/30/03) | 25 |

* Depending on availability of Independent and DMH Service Coordinators, some SPOEs may be providing ongoing service coordination, but currently, SPOE staff cannot be entered into the child's electronic record, therefore these 25 children were likely receiving service coordination.

Referrals Exceeding 45 Days in Referral (7/1/2002 to 6/30/2003)

| SPOE | 2002-03 Referrals | Over 45 Days | % |
|---------------------------------------|-------------------|--------------|--------|
| St. Louis (Region 2) | 1,710 | 1,066 | 62.34% |
| St. Charles (Region 1) | 426 | 116 | 27.23% |
| Other Phase 1 SPOEs (Regions 4, 5, 6) | 419 | 112 | 26.73% |
| Kansas City (Region 9) | 260 | 62 | 23.85% |
| Springfield (Region 13) | 110 | 43 | 39.09% |
| Jefferson County (Region 3) | 121 | 53 | 43.80% |
| Other Phase 2 SPOEs | 739 | 17 | 29.36% |
| Grand Total | 3,785 | 1,669 | 44.10% |
| Grand Total less St. Louis | 2,075 | 603 | 29.06% |

Average Days in Referral for Children Receiving IFSPs (7/1/2002 to 6/30/2003)

| SPOE | Total Referrals | Total Days | Average Days in Referral |
|---------------------------------------|-----------------|------------|--------------------------|
| St. Louis (Region 2) | 870 | 80,292 | 92.3 |
| St. Charles (Region 1) | 214 | 10,787 | 50.4 |
| Other Phase 1 SPOEs (Regions 4, 5, 6) | 296 | 13,241 | 44.7 |
| Kansas City (Region 9) | 137 | 6,770 | 49.4 |
| Springfield (Region 13) | 72 | 3,642 | 50.6 |
| Jefferson County (Region 3) | 49 | 3,138 | 64.0 |
| Other Phase 2 SPOEs | 317 | 17,590 | 55.5 |
| Grand Total | 1,955 | 135,460 | 69.3 |
| Grand Total less St. Louis | 1,085 | 55,168 | 50.8 |

Data show that the number of children without service coordinators is decreasing, however it is important to keep in mind that lack of a designated service coordinator in the child's electronic record does not mean that service coordination isn't happening. SPOEs may be providing ongoing service coordination which would not show up in the data system.

Data show that many referrals exceed 45 day timelines. The data system does not currently collect the reasons for the delays, but the new webSPOE will collect this information so that noncompliance can be identified and corrected in a timely manner. Limited current data on delays show that reasons include family delays as well as SPOE or provider delays. The St. Louis SPOE has the most serious problem. Their situation has been exacerbated by contract constraints and staffing issues. The Phase 1 re-bid includes the St. Louis area and will greatly impact this due to requirements and performance standards resulting in rewards and/or sanctions (see RFP section 2.5.5 a. 3 information in the Introduction).

2. Targets: (for reporting period July 1, 2002 through June 30, 2003)

- All families have access to a Service Coordinator that facilitates ongoing, timely early intervention services in natural environments.

3. Explanation of Progress or Slippage: (for reporting period July 1, 2002 through June 30, 2003)

The new webSPOE software and Phase 1 SPOE RFP will significantly impact the role of service coordinators in the First Steps system. The function of independent service coordination will be pulled in under the SPOEs, essentially making the SPOEs responsible for all aspects of the system. The new software is very compliance-driven and will require certain actions to be taken and certain forms to be completed. All evaluation/assessment, eligibility determination and IFSP data will be instantly available to DESE for monitoring and program evaluation purposes. See below for a summary of independent service coordination issues that are addressed by the Phase 1 SPOE RFP.

Due to the full implementation towards the end of the reporting year (July 1, 2002 through June 30, 2003), data provided under "Baseline/Trend Data and Analysis" will be considered baseline. The focus for the majority of 2002-03 was to reach full implementation for the redesigned First Steps program.

Independent Service Coordination Issues Addressed by Phase 1 SPOE RFP to be implemented July 2004

| Concerns with Existing System: | Identified by: | Changes in New RFP for Phase 1 SPOEs (In place 7/1/04): |
|---|-----------------------------------|---|
| 1. Lack of supervision and accountability | DESE and the SICC | Establishes an employer/employee relationship with the service coordinators. This relationship allows for the necessary oversight of their work (i.e., timely completion of required paperwork) and creates an accountability level for expected job performance. |
| 2. Lack of support – no place to obtain support when challenged by parents or providers to include services in the IFSP that the service coordinator believed to be inappropriate for First Steps | Independent Service Coordinators | By placing the service coordinators under the direct supervision of the SPOE, they will have a network of support to assist them as they explain the First Steps program requirements and limitations to parents and providers. This problem resulted in providers recommending service coordinator changes to parents and can also be related to high costs associated with levels of services being written into IFSPs. |
| 3. Lack of consistency across the state | DESE, SICC and Provider | SPOEs directing the process from referral to exiting First Steps at age three will provide a consistent compliant approach to the program. The lead agency will have the ability to provide hands-on assistance and supervision to the SPOEs, resulting in more direct control of the administration aspects of the program. This includes eligibility decisions and type of services provided to those children and families. |
| 4. Authorizations for services not entered in a timely manner in order for providers to begin services and bill for those services. | Providers and SPOE administrators | SPOE supervision of service coordination will eliminate this concern for SPOE supervised service coordinators. All authorizations for this group of service coordinators will be generated at the SPOE and entered at the SPOE. This leaves only DMH service coordinators for the SPOE to track regarding authorizations entered, however, the DMH service coordinators will be responsible for the data entry for the authorizations rather than having to send paperwork to the SPOEs for data entry. |
| 5. SPOE offices have difficulty obtaining the necessary paper documentation required for the child's file. | SPOE administrators | All paperwork will take place within the SPOE operation and eliminate the need to track a group of independent service coordinators across the region. DMH will be the only outside source for the necessary documents. |
| 6. Failure to complete required training | DESE and SICC | Completion of required training will be easier to monitor with the employee relationship that the new RFP provides. Training is a critical component for consistency and compliance within the system. Tracking and enforcing training requirements has been difficult to manage under the current system. Modifications at the CFO will provide this tracking. |

| Concerns with Existing System: | Identified by: | Changes in New RFP for Phase 1 SPOEs (In place 7/1/04): |
|---|-----------------------|---|
| 7. Costs of service coordination – current system inefficient and lacks control of expenses | DESE and SICC | Cost for this service will be absorbed in the salary of the employed staff at the SPOE. This will eliminate flat rate charges to the system per child each month regardless of the amount of work completed by the service coordinator for that child/family during that month. It will also create uniform caseloads for service coordinators that will enable more consistent service delivery to the families. Under the current system, service coordinators have the incentive to develop large caseloads in order to increase their income but the system provides no checks to ensure that services to families meet the expectation of the program. |

4. Projected Targets:

- All families have access to a Service Coordinator that facilitates ongoing, timely early intervention services in natural environments.
- Additional projected targets are in the Future Activities tables.

5. & 6. Future Activities to Achieve Projected Targets/Results and Projected Timelines and Resources:

See also GS.I, GS.IV, CF and CBT

| New Cluster/ Probe | IP Key | Activity Key | Activity Groups (5) | Future Activities to Achieve Projected Targets (5) | Projected Targets/ Evidence of Change (4) | Projected Timelines (6) | Resources (6) |
|---------------------------|---------------|---------------------|----------------------------|---|--|--------------------------------|----------------------------------|
| GS.II CE.I | 4.7 | 4.7.1 | Monitoring of data reports | Monitor 45 days report (referral to IFSP report) | Number over 45 days decreases | 7/2003 Ongoing | DESE First Steps Management Team |
| GS.II CE.I | 4.7 | 4.7.2 | Monitoring of data reports | Monitor 45 days for St. Louis | Number over 45 days decreases | 01/2004 | Comp |
| GS.II CE.I | 4.7 | 4.7.9 | Monitoring of data reports | Service coordinator caseload | Caseloads not to exceed fifty children | 7/2003 – Ongoing | DSE Staff |
| GS.II CE.I | 4.7 | 4.7.10 | Monitoring of data reports | Service coordinators by county | Sufficient numbers to meet demand | 7/2003 – Ongoing | DSE Staff |
| GS.II CE.I | 4.7 | 4.7.11 | Monitoring of data reports | Children over three who have not been terminated | Timely inactivations | 7/2003 – Ongoing | DSE Staff |
| GS.II CE.I | 4.7 | 4.7.12 | Monitoring of data reports | Overdue annual IFSP | Annual IFSP reviews within timelines | 7/2003 – Ongoing | DSE Staff |
| GS.II CE.I | 4.7 | 4.7.13 | Monitoring of data reports | Children without a service coordinator assignment | Children without Service Coordinator decreases | 7/2003 - Ongoing | DSE Staff |

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|----------------------------------|---------------|---------------------|---|---|--|--------------------------------|----------------------|
| GS.II CE.I | 4.7 | 4.7.14 | Monitoring of data reports | IFSP services and authorizations/billings | IFSP services and authorizations correspond | 2003-04 | Funds, Comp |
| CE.I CE.II CE.IV | 5.1 | 5.1.1 | Existing modules | Complete minor changes on modules I-III, Orientation, Evaluation and Assessment, and Outcomes in Natural Environments | Service Coordination activities in compliance, timely evaluation/assessment and IFSP services Activities in compliance | 2003-04 | DSE Staff |
| CE.I CE.II CBT | 5.1 | 5.1.2 | Existing modules | Complete minor changes on module IV - Transition | Service Coordination activities in compliance, timely evaluation/assessment and IFSP services | 2003-04 | DSE Staff |
| CE.I CE.II CE.IV | 5.1 | 5.1.5 | Existing modules | Major revision of all modules | Service Coordination activities in compliance, timely evaluation/assessment and IFSP services | 2004-05 | DSE Staff |
| CE.I | 5.1 | 5.1.6 | Existing modules | Complete the videotape for the process and forms training | Service Coordination activities in compliance, timely evaluation/assessment and IFSP services | 07/03 | Comp, EP |
| CE.I CE.II CE.III CE.IV | 5.1 | 5.1.9 | Existing modules | Service coordination module | Service coordination activities in compliance. | Ongoing | CISE, DSE Staff |
| CE.I | 5.3 | 5.3.1 | Develop and distribute guidance documents | Appointment of ongoing service coordinator | In compliance | | DSE Staff |
| CE.I CE.IV | 5.3 | 5.3.2 | Develop and distribute guidance documents | Natural environment and provider availability | In compliance | 9/03 | DSE Staff |

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|-------------------------------|---------------|---------------------|---|---|--|--------------------------------|----------------------|
| CE.I CE.IV | 5.3 | 5.3.4 | Develop and distribute guidance documents | Group vs. individual services | In compliance | 9/03 | DSE Staff |
| CE.I GS.II | 5.3 | 5.3.5 | Develop and distribute guidance documents | Waiting lists and compensatory services | Timely evaluation/assessment and IFSP services | 7/2003 | DSE Staff |
| CE.I CE.II | 5.3 | 5.3.6 | Develop and distribute guidance documents | Eligibility determination | In compliance | 11/2003 | DSE Staff |
| CE.I CE.II | 5.3 | 5.3.6.1 | Develop and distribute guidance documents | Speech and language eligibility | In compliance | | DSE Staff |
| CE.I | 5.3 | 5.3.7 | Develop and distribute guidance documents | ABA | In compliance | 7/2003 | DSE Staff |
| CE.I | 5.3 | 5.3.8 | Develop and distribute guidance documents | Release of information | In compliance | 7/2003 | DSE Staff |
| CE.I | 5.3 | 5.3.10 | Develop and distribute guidance documents | Non-traditional therapies | In compliance | 12/2003 | DSE Staff |
| CE.I | 5.3 | 5.3.11 | Develop and distribute guidance documents | Change of placement and location | In compliance | 9/2003 | DSE Staff |
| CE.I | 5.3 | 5.3.12 | Develop and distribute guidance documents | Physicians scripts (who/where maintained) | In compliance | 7/2003 | DSE Staff |
| CE.I | 5.3 | 5.3.13 | Develop and distribute guidance documents | Revise substitution of personnel to include PTA/COTAs | In compliance | 7/2003 | DSE Staff |
| CE.I | 5.3 | 5.3.14 | Develop and distribute guidance documents | SB 874 guidance | In compliance | 7/2003 | DSE Staff |

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|---|---------------|---------------------|---|---|---|--------------------------------|----------------------|
| GS.II CE.I CBT | 5.3 | 5.3.17 | Develop and distribute guidance documents | Email and phone Technical Assistance | TA provided | Ongoing | DSE Staff |
| CE.I | 5.3 | 5.3.18 | Develop and distribute guidance documents | Develop survey of SC to assess training and TA provided by the Div of Spec. Ed. | Revisions made as necessary | 7/2004 | EP |
| CE.I GS.II | 5.4 | 5.4.1 | Update of Practice Manual | Update forms | Service Coordination activities in compliance, timely evaluation/assessment and IFSP services | Ongoing | DSE Staff |
| GS.II CE.I | 5.5 | | Develop monthly schedule and content for conference calls with Service Coordinators | | Service Coordination activities in compliance, timely evaluation/assessment and IFSP services, natural environments | 07/2003 Ongoing | DSE Staff |
| GS.II CE.I | 5.6 | | Quarterly meetings for SPOE directors and intake staff | | All activities in compliance | 08/2003 Ongoing | DSE Staff |
| GS.II GS.IV GS.V CE.I CE.II | 6.2 | 6.2.1 | Update Child Data System | 45 day reasons | System delays reduced | 8/2003 | Data |
| GS.II CE.I | 6.2 | 6.2.2 | Update Child Data System | Expiring authorizations and IFSP not renewed on time | Fewer expired authorizations | 2004-05 | Data |
| GS.II CE.I | 6.2 | 6.2.8 | Update Child Data System | Cue for impending lateness | Fewer missed timelines | 2004-05 | Data |
| CC.I CE.I | 7.8 | 7.8.1.1 | Interagency Agreements | Meet with DMH to revise interagency agreement | An updated agreement | 2003-04 | Comp |
| CE.I | 7.8 | 7.8.2 | Interagency Agreements | DMH tracking of service coordination and MOE | An updated agreement | 2003-04 | Comp |

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|-------------------------------|---------------|---------------------|----------------------------|---|--|--------------------------------|----------------------|
| CE.I | 12.5 | | Develop written guidance | | In compliance | 5/2004 | DSE Staff |